




DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

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| SUBJECT CLIENT IDENTIFICATION AND ADDRESS VERIFICATION | POLICY NO. 300.01 | EFFECTIVE DATE 10/11/2011 | PAGE 1 of 3 |
| APPROVED BY:  Director | SUPERSEDES 202.41 10/11/2011 | ORIGINAL ISSUE DATE 10/11/2011 | DISTRIBUTION LEVEL(S) 1, 2 |

PURPOSE

- 1.1 To establish policy requirements for the Los Angeles County – Department of Mental Health (LAC-DMH) and its Contract providers for use of government issued photo identification card(s) or other acceptable means to positively identify clients before the provision of non-emergency services.
- 1.2 To verify clients are residents of Los Angeles County before providing non-emergency services.

DEFINITIONS

- 2.1 **Emergency service:** Service that cannot be delayed without immediate and significant impact on health or well-being.
- 2.2 **Other Acceptable Identification Documents:** In addition to a provider verifying that an individual is eligible to receive Medi-Cal benefits, the provider must make a good faith effort to verify the identity and address of the recipient by matching the recipient's name and signature on their Medi-Cal card with a valid California driver's license, identification (ID) card issued by the Department of Motor Vehicles, another type of picture identification card or other credible document of identification including the following.
 - 2.2.1 Recent Los Angeles County address on California rent or mortgage receipt or utility bill under the applicant's name.
 - 2.2.2 A current California motor vehicle registration in the applicant's name.
 - 2.2.3 A document showing that the applicant is employed in Los Angeles County.
 - 2.2.4 A document showing that the applicant has registered with a public or private employment service in Los Angeles County.
 - 2.2.5 Evidence that the applicant has enrolled his or her children in a school in Los Angeles County.
 - 2.2.6 Evidence that the applicant is receiving public assistance in Los Angeles County.



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2.2.7 Evidence of registration to vote in Los Angeles County.

POLICY

- 3.1 LAC-DMH and/or contractor staff will determine and record the identity and address of clients during the initial financial screening process by asking for, reviewing and copying photo ID card(s) issued by a governmental agency and other acceptable documents.
 - 3.1.1 Primary effort is to gather photo IDs from adult clients.
 - 3.1.2 Photo IDs or other acceptable documentation for clients, parents or guardians shall also be collected.
 - 3.1.3 ID documents for parents or other responsible parties will be required in the event the client is a child or does not have an ID card of their own.
- 3.2 LAC-DMH and/or contractor staff will confirm client identification prior to a non-emergent service by reviewing a copy of the client's photo ID card issued by a governmental agency.
 - 3.2.1 This requirement may be waived for a single service, in circumstances in which the emergent nature of the service is documented by the program head or designee.
- 3.3 Copies of photo IDs or other acceptable documentation will be maintained in financial and clinical records.

PROCEDURE

- 4.1 LAC-DMH and/or contractor staff will ask for, review and make a copy of photo ID card(s) issued by a governmental agency or other acceptable documentation, during the initial financial screening process to confirm a match with client-provided information.
- 4.2 Photo ID card(s) or other acceptable documentation will be copied and maintained in two (2) client records.
 - 4.2.1 Staff will provide a copy in the financial record.
 - 4.2.2 Staff will provide a copy in the clinical record.



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4.2.2.1 For LAC-DMH directly operated clinics, client ID cards or other acceptable documentation will be maintained in the administrative section of the clinical record.

4.2.2.2 For LAC-DMH contractor operated clinics, client ID cards or other acceptable documentation will be maintained in the clinical record in a manner consistent with each contractor's policies.

4.3 In instances in which a service provider or supervisor believes that a service need is emergent, and no photo ID issued by a governmental agency or other acceptable documentation is available, that service provider may deliver the single service, and must document the basis for the determination of the emergency in the clinical record.

4.4 Any client who receives an emergency service must be informed that no further non-emergent services will be provided by the program until a Photo ID issued by a governmental agency or other acceptable documentation is furnished by the client. The completion of this advisement must be recorded in the clinical record.

4.4.1 Exceptions may be made for services provided in engagement or outreach settings or under special circumstances as perceived and documented by the program.

AUTHORITY

1. Welfare and Institutions Code, Section 14000, et al
2. Medi-Cal Program and Eligibility Manual: Located [HERE](#)
 - Recipient Identification
 - Recipient Identification Cards
 - Service Restrictions
 - Special Groups

RESPONSIBLE PARTY

LAC-DMH Office of the Medical Director